

Summary of Comments

Complaint Response and Investigation Process

- Clarify the complaint investigation process and what happens if the emissions are no longer present.
- Clarify the criteria for confirming a complaint and explain what enforcement actions could result from a confirmed complaint.
- Explain why it is important that complaints should be self-generated. Explain how Air District handles complaints that are received from neighbors, groups or through social media.
- Describe how the Air District responds to complaints after business hours and how staff resources are assigned when complaints are received.
- Evaluate a change in procedure for investigating complaints alleged against a next-door or nearby neighbor to protect complainant confidentiality.
- Consider using scientific instruments to detect and monitor emissions during complaint investigations.
- Consider ways to make confirming complaints easier.
- Explain how complaints are communicated with alleged facilities.
- Notify complainants of the complaint investigation findings and provide guidance on how to request a copy of the complaint report.
- Enhance communications and coordination with other local agencies to respond and investigate complaints and ensure consistency of public health messaging during emergency situations and disasters.
- Prioritize complaints received from schools, senior care facilities, Air District *Community Air Risk Evaluation* (CARE) communities, and other vulnerable communities.
- Prioritize service in communities disproportionately impacted by societal and institutional racism by changing Air District Complaint Guidelines to ensure public health and air quality are protected for all.

Public Nuisance

- Explain what qualifies as a Public Nuisance per the California Health and Safety Code.
- Clarify what enforcement actions are taken if a Public Nuisance has been determined.
- Ensure complaints are investigated even in the case when complaints do not reach the level of a Public Nuisance.

Enforcement Actions and Penalties

- Clarify the types of enforcement actions and explain the penalties assessment and settlement process.
- Increase penalty amounts to discourage violators.

Jurisdiction and Authority

- Explain the Air District's authority over mobile sources and composting operations.

Confidentiality

- Protect the identities of individuals filing complaints and ensure all complainants' names, addresses, and other personal information are kept confidential.
- Ensure those who are interested in filing an air quality complaint understand that their information is retained with the highest-level of confidentiality by adding a confidentiality statement on the Air Quality Complaint webpage.
- Explain how complainant confidentiality is handled in the case of a court order.

Language Interpretation

- Ensure non-English speakers are offered the same level of assistance and response to questions and concerns with the help of language interpretation services.
- Provide foreign language assistance options on the District website.
- Update other Air District materials and information to offer the availability of language assistance services.

Staff Training and Capacity Building

- Provide racial equity and cultural sensitivity training to all Air District staff.
- Focus on rebuilding trust and relationships with black communities/communities of color.
- Provide routine training to dispatchers and the answering service to ensure consistency of air quality information provided to the public.

Complaint Reporting System (Online or Phone)

- Clearly specify the options to file a complaint anonymously or with personal contact information.
- Provide guidance on how to provide better descriptions and observation of emissions when filing a complaint to assist Inspector investigations.
- Ensure non-English speakers have access to language interpretation services to file an air quality complaint.

Public Outreach and Messaging

- Increase outreach efforts to help people understand how to file an air quality complaint and what the response and investigation process entails.
- Post Air District information online through various platforms and make information available at public events.
- Ensure consistency of public health and safety alerts across local agencies and first responders.
- Provide communities with information on surrounding facilities permitted with the Air District.
- Encourage industry to conduct outreach in their communities and inform the public how to contact the Air District regarding air quality complaints.

Information on Air District Website

- Update and fix the smoking vehicle complaint line and broken weblink.



- Enhance public access to complaint information and provide Air District complaint statistics online.
- Ensure Air District information posted on website is current and easily accessible.